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From: mrmillmanager@maritz.com on behalf of Agilent ACS Support
<agilentacssupport@maritzresearchhq.com>
Sent: Thursday, November 19, 2009 10:33 AM
To: james.hanchett@state.ma.us
Subject: Agilent Technologies Requests Your Feedback

Dear Customer:

Providing high levels of customer satisfaction is one of our top priorities at Agilent. To better understand our customers' needs today and where we need to improve, we have partnered with Maritz Research to conduct Agilent's Customer Satisfaction Study. I encourage you to participate in this web-based study as it is designed to evaluate Agilent's performance during your recent contact with us.

At the end of this survey, you will have the option of remaining anonymous if you so choose. In this case, your data will be reported only in aggregate.

We value your honest feedback and thank you for your participation in Agilent's Customer Satisfaction Study.

Regards,

Bill Sullivan
President and Chief Executive Officer
Agilent Technologies

INSTRUCTIONS:

The survey resides on the web. Below is the address to link directly to the survey. If you experience problems, please cut and paste the link into your browser's address bar. If you need assistance, have any questions regarding this study or wish to provide additional comments, please do not hesitate to contact Agilent through the e-mail reply address.

<http://www.maritzresearchhq.com/agilent2-na/index.html?id=3035144027>

If your e-mail program does not support hot links, you may access the following:

<http://www.maritzresearchhq.com/agilent2-na/index.html>

To access the survey please use the password: 3035144027

At Agilent we make a commitment to you that we will respect and protect your privacy. If you don't want to be included in these surveys in the future, please let us know at:

<https://www.respondentoptout.com/default.asp?ProjectID=171>

To view Agilent's customer privacy practices go to www.agilent.com/go/privacy. Please send privacy related questions to privacy_advocate@agilent.com.